

Military Transition:

Steering Committee member:

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Director

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U.S. Department of Labor

Best Practice:

PROVet Program

San Diego, California

Facilitator:

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Elizabeth Whisamore is a Management Analyst with Job Performance Systems, Inc. Recently, Ms. Whisamore has worked on several projects with local veterans' administrations developing and administering training programs specifically targeted to recently-separated veterans. Ms. Whisamore is also involved with human resource management analysis and event planning at JPS. Ms. Whisamore is a graduate of the Brigham Young University College of Education.

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Military Healthcare Worker Transition Strategy Session

Assist transitioning military healthcare personnel and their spouses in obtaining employment in Maryland's healthcare industry

Recommended Initiatives:

Education and Training

- To increase the enrollment of veterans, transitioning military personnel and military spouses in education and training programs in the healthcare field
- To educate Local Workforce Investment Boards and One-Stop staff on the attributes of veterans, transitioning military personnel and military spouses so they will recruit and increase their participation in healthcare training programs
- To redesign educational curriculums to credit military training and to adapt military training to civilian healthcare occupations

Employer Participation

- To convert military jargon into civilian language for healthcare occupations
- To inform employers about the benefits of hiring transitioning military personnel and military spouses in healthcare occupations
- To inform transitioning military personnel, already separated military personnel, and military spouses about this service

Education and Accreditation

- To facilitate the transition of military healthcare personnel and spouses to practice legally in the State of Maryland

Military Worker Healthcare Transition Best Practice

California Veterans' Employment and Training Service PROVet Program

CALIFORNIA PROVet Operational Plan, August 2002

The Program. PROVet is an employer-focused, job development and placement enhancement to the TAP (Transition Assistance Program) process. In this pilot, the emphasis will be on identifying, screening, assessing, and if necessary, case managing job-ready and near job-ready military separatees with the goal of placement into career-oriented positions within California's health services industry.

Role of the PROVet LVER's. The dedicated PROVet LVER's will serve as job developers with employers within the targeted health services industry primarily in the San Diego area, but as opportunities arise, throughout the state. They will market the program and develop contacts within the industry and with potentially eligible veterans and soon to be veterans. They will develop, maintain and manage a database of available applicants, and an employer listing/job bank of available jobs and job development contacts. They will recruit applicants from TAP participants and other qualified, job-ready separatees. They will work closely with local Workforce Investment Act partners to deliver a full range of services to separating military members interested in health services careers. They will case manage each applicant to successful placement or program withdrawal. PROVet staff will work only with PROVet eligible clients. All other veterans and employers will be referred to appropriate resources.

Procedures.

A. Client Identification/Assessment/Case Management.

The primary resource for client identification will be through the TAP process. The following narrative, along with the flow chart on page 3, describes the process for client ID through TAP. (Note: TAP will not be the only source for PROVet clients. Other resources are described in subsequent paragraphs.)

1. PROVet Team Leader coordinates with the TAP crew leader to schedule times during the TAP workshops for the PROVet LVER to make presentations to the TAP participants.
2. On the first morning of the TAP workshop, the lead instructor for the class will have the participants complete the PROVet data collection survey sheet. After the data has been collected, the lead instructor will contact the PROVet LVER to brief him on pertinent class information. This should happen well in advance of the scheduled PROVet LVER's arrival at the class to allow him the opportunity to tailor his presentation.
3. The PROVet LVER conducts a 15-minute overview of the program at the TAP workshop. Class agendas vary from base to base, however it is anticipated that the PROVet presentation will take place either just prior to lunch or at the end of the day. This will allow interested students to stay and speak with the LVER and complete an initial intake questionnaire. At this point the LVER will attempt to schedule an assessment interview with the potential client. If the student does not wish to complete the questionnaire or set an appointment, he/she will be given the LVER's phone number/e-mail address for future contact.

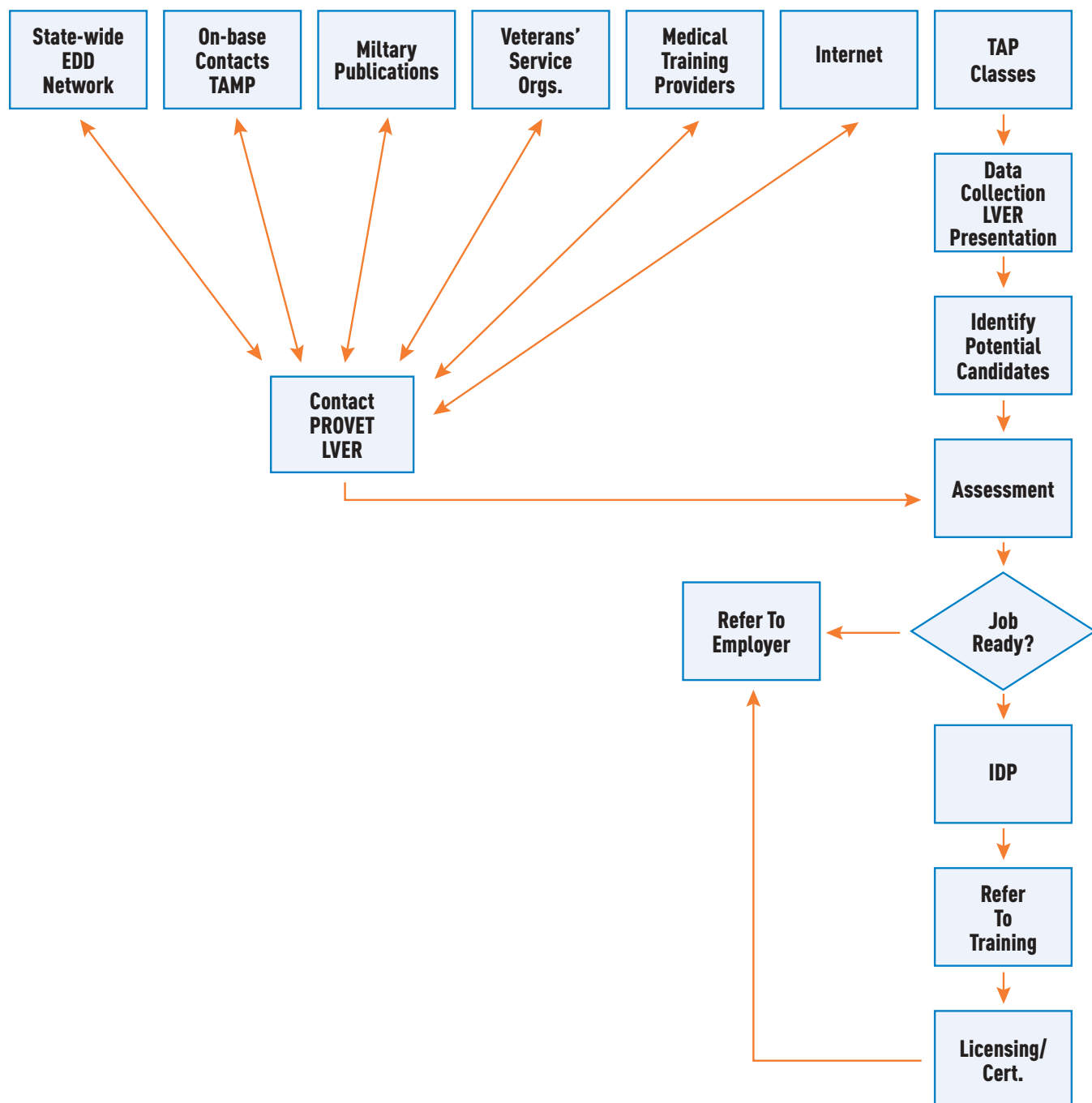
4. Assessment interview: The PROVet LVER will determine the degree of job-readiness of the client, develop an IDP with the client, and explain the details of case management. If it is inconvenient for the client to make an appointment at the LVER's office, the LVER will explore other options for interview locations.
5. Enter client into case management. Case manage to placement or withdrawal.

While the primary means of client identification will be through the TAP workshops, other potential avenues for state-wide candidate identification include:

- Networking contact with statewide EDD resources. Separatees leaving San Diego for another area within California can be referred to DVOP/LVER services in their area. Veterans coming into the San Diego area from other regions can be referred to the local PROVet LVER staff. PROVet data collection will take place at TAP classes throughout California; PROVet LVER's will be in contact with the TAP instructors' state-wide to ID potential candidates.
- On-base contact through the local Transition Assistance Management Program (TAMP) offices. PROVet briefings will be held for the managers and staff of all the on-base transition offices. PROVet staff will work to develop a strong network of contacts on-base at the transition offices as well as with the active duty component (Command Career Counselors, Command Master Chiefs/Sergeants Major). PROVet marketing literature will be distributed at all base transition facilities. PROVet staff will participate at all on-base job fairs conducted by the transition offices.
- Veterans' Service Organizations (VSOs). PROVet staff will maintain a close network with VSOs. VSOs often maintain databases of veterans they provide services to, and may be able to refer clients for job service.
- Healthcare services training providers. PROVet staff will initiate contact with healthcare services training providers. Training providers may see PROVet as a potential partner in their graduate placement efforts.
- Military publications. Publications such as *Navy Times* and *Transition News* get wide circulation on bases and aboard deployed units. PROVet staff will make use of well-placed print ads to reach as many potential clients as possible.
- PROVet staff will research the feasibility of either creating a dedicated web-site, or including PROVet information on established veteran and employment related sites.

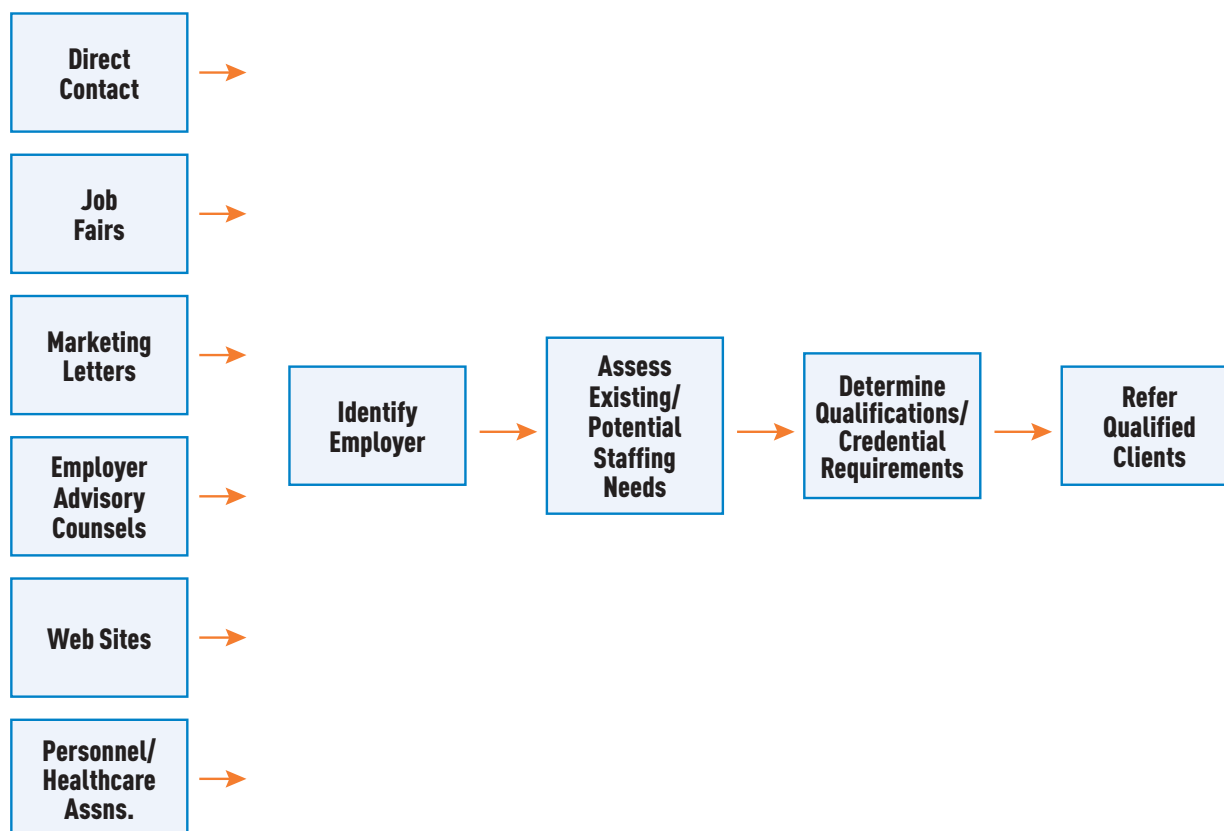
The identification of potential PROVet clients will require a great deal of creativity on the part of the PROVet LVERs. PROVet staff will continually work to cultivate positive, mutually beneficial, relationships with organizations and/or individuals who may potentially provide a link to clientele.

PROVET Client Identification/Assessment/Case Management



B. Employer Interface.

The PROVet LVERs will market the program and develop contacts within the industry using all effective media, including mail, e-mail, telephone, and personal visits, both with individual employers and employer groups and organizations. They will work with employers to help them in assessing current and future employment needs. They will determine what qualifications, training, experience, certifications and/or licenses are required by the types of positions for which the employers typically have a need. The PROVet LVER will refer job-ready clients to employers with available positions. They will also work with employers and the relevant state credentialing authorities to determine whether a license or certification requirement may be waived or whether the credential may be granted based on the client's background, experience, and military formal and on-the-job training. The following diagram illustrates the basic process for employer contact and some potential avenues for marketing.



Initiative Evaluation Criteria

Need Addressed

- Identification of targeted population(s) served
- Need identified to address population(s) need

Outcome Attainment

- Potential outcomes of recommended initiatives
- Adequate in resolving need
- Potential to add value to goals of strategy

Ease of Implementation

- Commitment and coordination of stakeholders
- Political viability
- Institutional capacity to achieve objective

Opportunity for Public/Private Partnership

- Potential for outcome attainment through partnership
- Initiative aided by joint support of public and private sectors

Maryland Best Practices

Military Transition

Assist transitioning military healthcare personnel and their spouses in obtaining employment in Maryland's healthcare industry

Maryland Veterans Employment and Training Service (VETS) **Goal: Increase number of transitioning military veterans and spouses into health careers in Maryland**

Key Components:

- Begun "Providing Re-Employment Opportunities to Veterans" (ProVET) program designed to place military personnel who are transitioning into the civilian sector into available jobs in the healthcare industry.

Results:

- Representatives from Maryland's State agencies, the State licensing boards, healthcare employers, and VETS formed a military healthcare committee focused on selected military occupations to create a crosswalk from military positions to civilian occupations;
- Committee is facilitating educational and certification opportunities for the military personnel and their spouses.